

ATTORNEY DOCKET NUMBER
(062891.0665)

2151
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PATENT
(10/016,862)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of: Shmuel Shaffer et al.
Serial No.: 10/016,862
Filing Date: December 13, 2001
Group Art Unit: 2151
Title: Method and System for Automatic Call Distribution Based on Network
Resource Availability and Agent Skills

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on the date shown below.

Judy Baggett
Name

12/3/2004
Date of Signature

REQUEST FOR STATUS

Please advise the status of the above-identified patent application. The Filing Receipt was received January 10, 2002. Applicants are currently awaiting a first Office Action.

REMARKS

Under 37 C.F.R. § 1.702(a)(1), it has been over fourteen months since the filing date of this Application and neither a Notification under 35 U.S.C. § 132 nor a Notice of Allowance under 35 U.S.C. § 151 have been received. Thus, a period of adjustment of patent term due to examination delay is accruing in accordance with 37 C.F.R. § 1.703(a)(1).

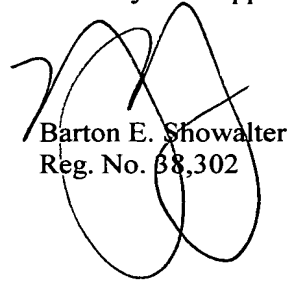
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If there are any matters that can be resolved through a telephone conference, please contact the undersigned attorney for Applicant at the telephone number listed below.

Respectfully submitted,

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